Skillsoft Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version:

Skillport Books (English and French)

Report Date:

15 July 2020

Product Description:

Web application

Contact Information:

Website: https://support.skillsoft.com/contact.asp

Email: support@skillsoft.com

Phone: Toll Free - 1-866-SKIL-HELP (1-866-754-5435) US/Canada (Other options available on website.)

Notes:

For Skillsoft web-based eLearning products, the following sections are applicable:
- Chapter 3: Functional Performance Criteria (FPC)

_____

- WCAG 2.0 Level A and AA Guidelines
- Chapter 6: Support Documentation and Services

This VPAT has been verified using JAWS 2018 in IE11 on Windows with web accessibility enabled. The accessibility experience with other screen readers and browsers may vary.

Exclusions: This VPAT does not cover the following functions within the Books player:
- Community Comments: The dialog that appears when the user clicks on the Community Comments button in the toolbar.
- Help and Citation: The pop-up menus and dialogs that appear when the user clicks on the Help or Citation links in the footer area.
- Learning Plan set selection: The dialog that appears when the user selects Existing Set or New Set then clicks on the Select button in the Save To Learning Plan dialog. This functionality is available and accessible outside of the book player in Skillport 8i at the point where the book is opened or the book details are viewed.

In addition, this VPAT does not cover the following functions in detail as the functions do not support the standards as a whole:
- Supporting services defined or required sale-by-sale by the customer, including but not limited to special training, Webex training sessions, and unique user guides or other documentation, all of which should be presumed not to meet section 508 criteria unless otherwise stated specifically for each applicable section 508 criterion (for example, as a separate VPAT), by Skillsoft, at time of sale. Sweeping contractual requirements and statements regarding compliance with section 508 are satisfied by this disclosure per 29 U.S.C. § 794d(a)(4), and 48 C.F.R. §§ 39.203(b)(2) and 39.204(e)(2)(ii).

Evaluation Methods Used:

The following applications were used to support a manual assessment process:

- Desktop browsers: Internet Explorer 11, Firefox61

- Assistive technologies: JAWS 2018, NVDA18, Windows High Contrast Mode

- Accessibility testing tools: aXe, Colour Contrast Analyzer, Web Developer Toolbar, browser developer tools

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Does Not Support	Some books contain images such as charts and photos within the content. This is third party licensed content for which the publishers do not provide text alternatives.
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	
1.2.2 Captions (Prerecorded)	Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	
1.3.1 Info and Relationships	Partially Supports	Some books contain tabular data presented in images which do not expose the table structure to assistive technologies. This is third party licensed content for which the publishers do not provide text alternatives.
1.3.2 Meaningful Sequence	Supports	
1.3.3 Sensory Characteristics	Supports	
1.4.1 Use of Color	Supports	
1.4.2 Audio Control	Not Applicable	
2.1.1 Keyboard	Supports	
2.1.2 No Keyboard Trap	Supports	
2.2.1 Timing Adjustable	Not Applicable	
2.2.2 Pause, Stop, Hide	Not Applicable	
2.3.1 Three Flashes or Below Threshold	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks	Supports	
2.4.2 Page Titled	Supports	
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context)	Supports	
3.1.1 Language of Page	Supports	
3.2.1 On Focus	Supports	
3.2.2 On Input	Supports	
3.3.1 Error Identification	Not Applicable	
3.3.2 Labels or Instructions	Supports	
4.1.1 Parsing	Supports	
4.1.2 Name, Role, Value	Supports	

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	
1.2.5 Audio Description (Prerecorded)	Not Applicable	
1.4.3 Contrast (Minimum)	Supports	
1.4.4 Resize text	Supports	
1.4.5 Images of Text	Partially Supports	Some text is contained within images of graphs charts, tables, and other information items. This is

Criteria	Conformance Level	Remarks and Explanations
		third party licensed content for which the publishers do not provide text alternatives.
2.4.5 Multiple Ways	Not Applicable	
2.4.6 Headings and Labels	Supports	
2.4.7 Focus Visible	Supports	
3.1.2 Language of Parts	Supports	
3.2.3 Consistent Navigation	Supports	
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Not Applicable	
3.3.4 Error Prevention (Legal, Financial, Data)	Not Applicable	

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	Refer to WCAG 2.0 1.1.1, 1.3.1, 1.4.5
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: Hardware

Notes: Skillport Books is not a hardware product.

Chapter 5: Software

Notes: Skillport Books is a web-based application, not a software product.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		

Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	See WCAG 2.0 section	
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All support documentation is online
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	End users have 24x7x365 access to customer support via email, phone, chat, and web form case submission.

Legal Disclaimer

Skillsoft endeavours to be the leader in providing optimally accessible technology in the markets we enter. Electronic Information Technology is a constantly evolving field, requiring statements of the accessibility features of any product, and its interaction with available assistive technologies and various user systems, to evolve as well.

Skillsoft strives, and will continue to strive, to provide a true and fair description of the accessibility conformance of its products in our VPATS, and if any further exceptions are found, we will address them as soon as is practicable. If we become aware of impacts (positive or negative) of new assistive technologies or user systems in common use, we will look to implement those as soon as is practicable. User feedback is highly informative and useful in these endeavours, so we urge users to share their insights and experiences on these topics, via the contact provided above.